## NC Department of Health and Human Services Division of Medical Assistance

## 2008 Mental Health Residential Treatment Cost Report SURVEY

Partic	cipant Name:	(optional)
Resider input is comple you ma survey Survey	ntial Treatment Cost Reporting prosecution of the cost Report, please take a sty have. Please try to be as specific to Christal Kelly by February 15 <sup>th</sup> , may be found on the DMA web sit	
Either DHHS,	, DMA, 2501 Mail Service Center, a ing the time to respond and for assi	ly@ncmail.net) or print and mail to (Christal Kelly, and Raleigh, NC 27699-2501). Thank you in advance isting us in further developing the Cost Reporting
<u>T1</u>	RAINING:	
1.	Did you attend a training session proceed to question #2, otherwise	? If so, please indicate the location and date and skip to <i>Cost Report</i> section.
2.	What did you like about the Cost length, location, instructor)?	Report training you received (i.e. available session,
3.	What didn't you like about the C	ost Report training you received?
4.	Would you like to see the same ty would you like to see changed or	pe of Cost Report training next year? If not, what improved?
<u>C</u> (	OST REPORT:	
1.	After using the Excel Cost Repor	ting application to complete your cost report, what did

2. What things regarding the Excel Cost Report application would you like to see changed or improved? Please give any specific examples of items that could be improved.

DMA Rate Setting Updated: September 28, 2007

you like about the *Excel* Cost Report application?

## 2008 MENTAL HEALTH RESIDENTIAL TREATMENT COST REPORT SURVEY

3.	Did you encounter any problems while using the $\mathit{Excel}$ Cost Report application? If so, please explain?	
4.	What did you like regarding the <i>Excel</i> Cost Report Instructions?	
5.	What improvements or changes would you like to see in the $\it Excel$ Cost Report Line Item Instructions?	
COMMUNICATIONS AND SERVICE:		
1.	How was the customer service you received from the Division of Medical Assistance staff throughout the entire Cost Reporting process?	
2.	What suggestions would you make for improving our customer service during the Cost Reporting process?	
3.	What did you like regarding our web site?	
4.	What changes would you like to see added to our web site (i.e. additional information you would like to see)?	
5.	Any other comments you would like to make regarding the Cost Reporting process.	

DMA Rate Setting Updated: September 28, 2007